

Healthy Options Children

Composite Measure 1: Getting care that is needed

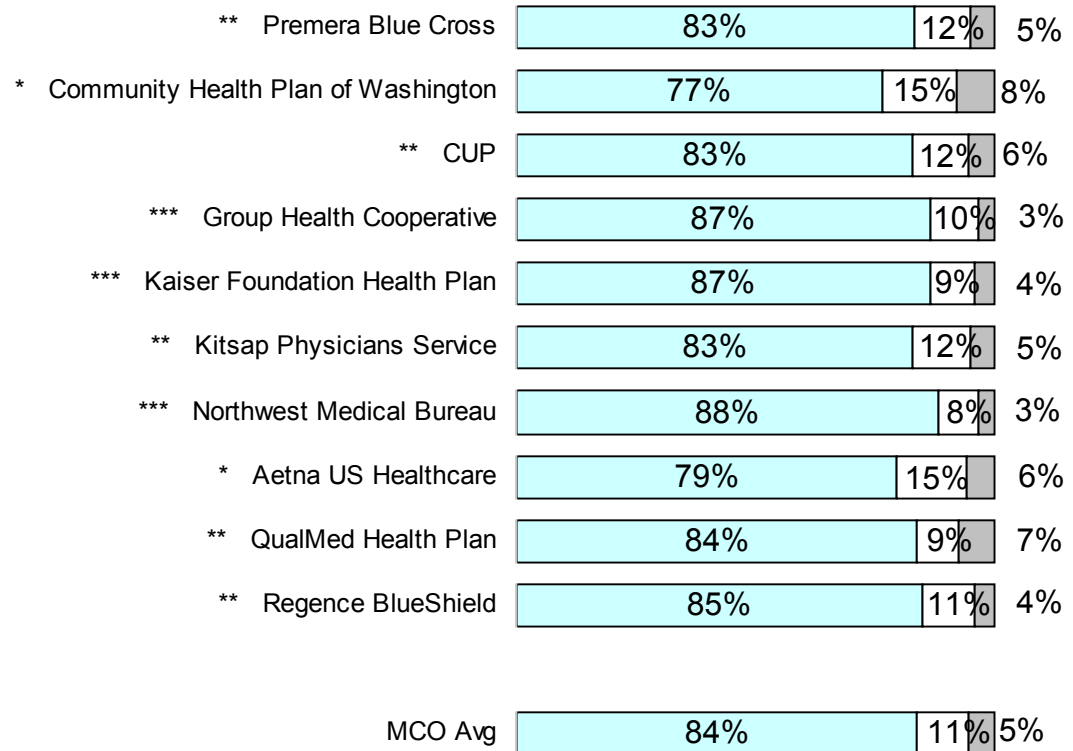
Four survey questions asked parents *if they had problems*:

- ☐ Finding a personal doctor they are happy with
- ☐ Getting referrals to see specialists
- ☐ Getting necessary care
- ☐ Getting care approved without delays from the health plan

*** **Better** than *survey average*
 ** **Average**
 * **Below** *survey average*

Note: The bar graph represents raw percentages of responses for all questions contributing to the composite. Star ratings represent relative ratings of overall MCO means, adjusted for age and health status. These two different figures may not always be consistent due to these adjustments.

Getting care that is needed



☐ Not a problem ☐ Small problem ☐ Big problem

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Composite Measure 2: Getting care without long waits

Four survey questions asked parents *how often* they:

- ☐ Got the help or advice they needed when they called the doctor's office
- ☐ Got an appointment as soon as they wanted for routine or regular care
- ☐ Got care as soon as they wanted for an illness or injury
- ☐ Waited 15 minutes or less in the waiting room

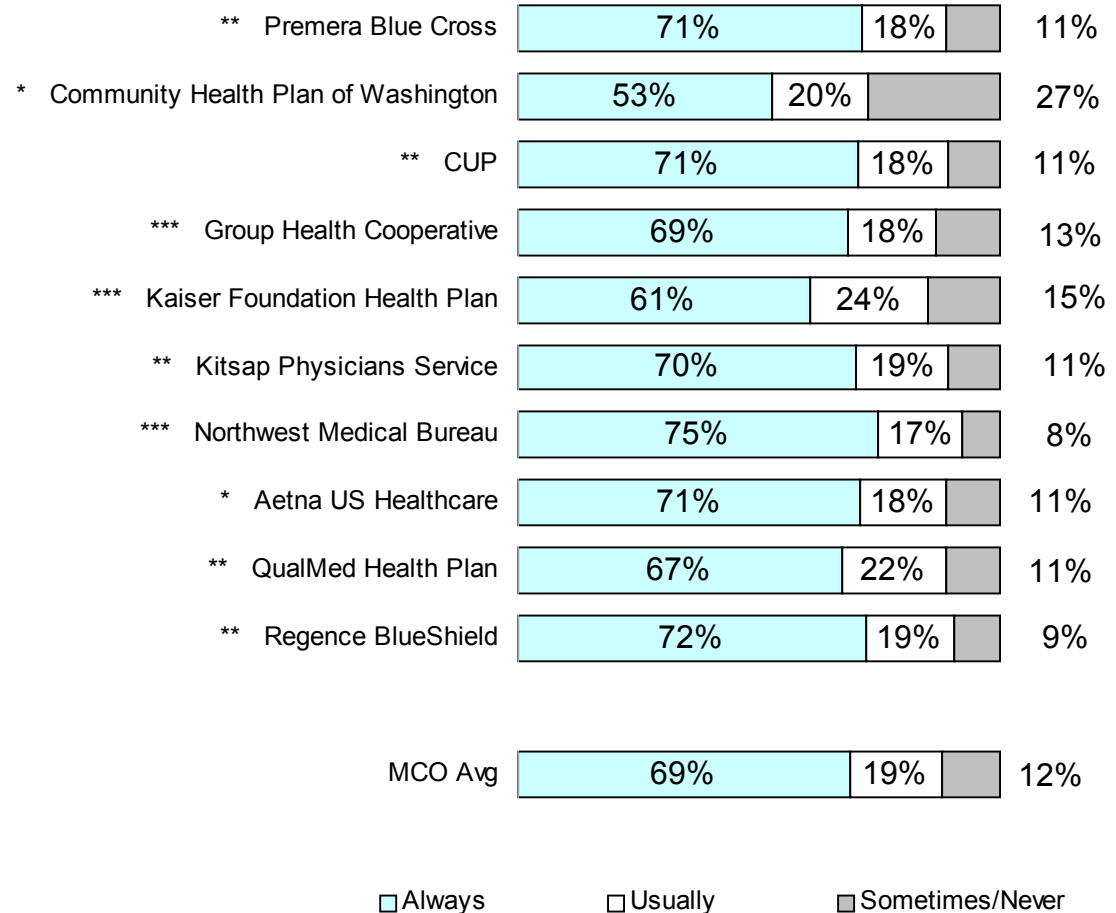
*** **Better** than survey average

** **Average**

* **Below** survey average

Note: The bar graph represents raw percentages of responses for all questions contributing to the composite. Star ratings represent relative ratings of overall MCO means, adjusted for age and health status. These two different figures may not always be consistent due to these adjustments.

Getting care without long waits



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Composite Measure 3: How well doctors communicated

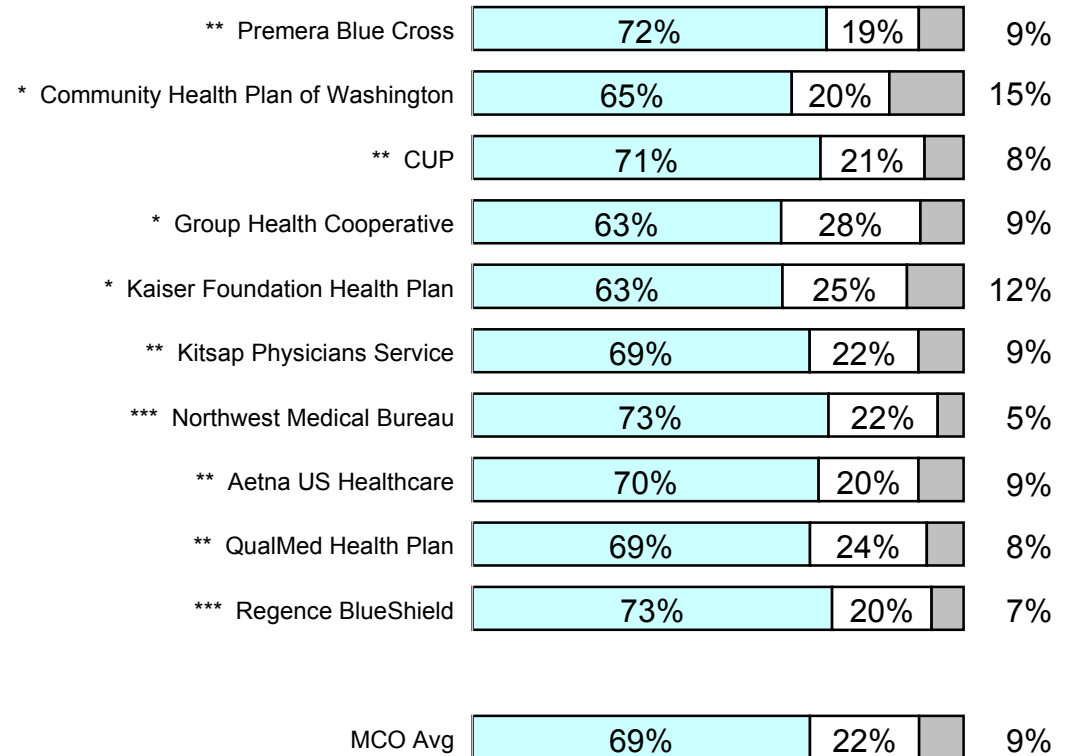
Four survey questions asked parents *how often* their children's doctors or other health care providers:

- ☐ Listened to them carefully
- ☐ Explained things in a way they could understand
- ☐ Showed respect for what they had to say
- ☐ Spent enough time with their children

*** **Better** than *survey average*
 ** **Average**
 * **Below** *survey average*

Note: The bar graph represents raw percentages of responses for all questions contributing to the composite. Star ratings represent relative ratings of overall MCO means, adjusted for age and health status. These two different figures may not always be consistent due to these adjustments.

How well doctors communicated



☐ Always ☐ Usually ☐ Sometimes/Never

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Composite Measure 4: Courtesy, respect, and helpfulness of office staff

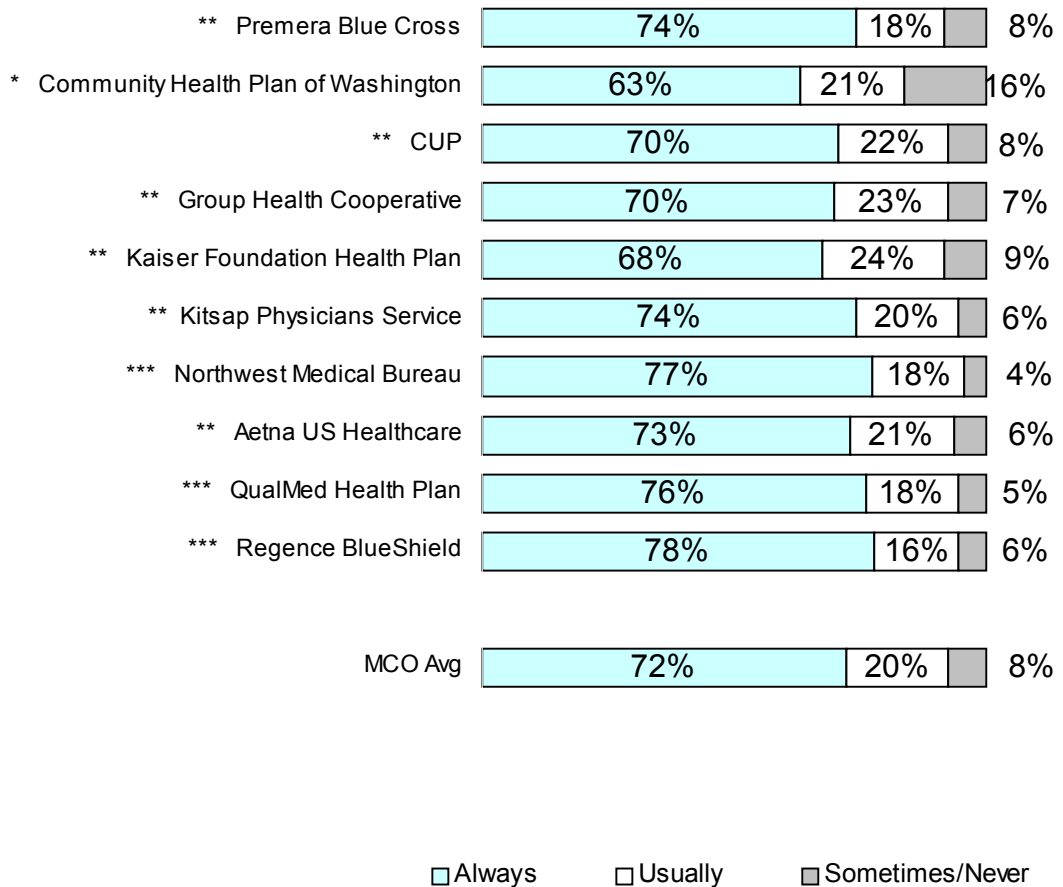
Two survey questions asked parents *how often* staff at their children's doctor's office:

- ☐ Treated them with courtesy and respect
- ☐ Were as helpful as they should be

*** **Better** than *survey average*
 ** **Average**
 * **Below** *survey average*

Note: The bar graph represents raw percentages of responses for all questions contributing to the composite. Star ratings represent relative ratings of overall MCO means, adjusted for age and health status. These two different figures may not always be consistent due to these adjustments.

Courtesy, respect, and helpfulness of office staff



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Composite Measure 5: Health plan's customer service and paperwork

Two survey questions asked parents *if they had problems*:

- ❑ Getting the help they needed when they called the health plan's customer office
- ❑ Paperwork related to getting care (such as problems with getting their health plan ID card or having their medical records changed)

*** **Better** than *survey average*

** **Average**

* **Below** *survey average*

Note: The bar graph represents raw percentages of responses for all questions contributing to the composite. Star ratings represent relative ratings of overall MCO means, adjusted for age and health status. These two different figures may not always be consistent due to these adjustments.

Health plan's customer service and paperwork

